



## **Calleva Summer Camp Staff Handbook**

### **Welcome**

We would like to make your summer as rewarding and as enjoyable as possible. Please take some time to read through our staff handbook. It is meant to be a guide and resource booklet. This manual attempts to present the information needed for staff to become acquainted with their job at Calleva summer camp. It contains a great deal of information about camp, the program, policies, guidelines and your responsibilities. It does not cover all policies or all issues relating to working at camp. We hope that you will find this manual to be helpful, but QUESTIONS are GOOD! ...Please never hesitate to ask for help or offer suggestions.

We look forward to another fantastic summer!

**The Wilderness is our playground.... Come join in on the fun!**

*The Markoffs and Director team*

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# Camp Basics: Background, Mission & Values

## Background

Since 1993, we have been running quality camps that take kids of all ages to some of the most beautiful wilderness areas in the DC area. Calleva has a variety of exceptional camp offerings and amazing staff that love to teach in and enjoy the outdoors. Calleva grows individual confidence, group cooperation, outdoor skills and environmental responsibility among its participants. Camps are designed around a 5-day "building block style " curriculum with age-appropriate adventures.

Remembering where we have been is important in understanding who we are and where we are going. 2020 will mark our 26th anniversary – a journey for the three Markoff brothers that has been full of surprises and adventures!! Nick, Alex & Matt Markoff founded Calleva in 1992 as a small summer camp. Today, Calleva is known as an innovator in outdoor education, with 100+ school and community partners in the DC metropolitan area. Our success is built upon the passion of our founders, who love introducing kids to the outdoors and teaching them to achieve their very best in every activity.

As a 501(c)(3) educational non-profit, Calleva gets city kids (of all ages!!) out into DC's backyard for homegrown fun and adventure. We are a mission-oriented organization and we work every day to help youth, adults, families and our community.

In short, we love what we do because we think it's valuable to our community as well as to every person who participates in our programs.

## Locations

Over the years Calleva has developed its own unique brand of outdoor adventure that encompasses summer camp, wilderness educational experiences, environmental education and small-scale sustainable farming. We are a travelling camp and rather than headquarter all of our activities in a single location, Calleva has created an innovative variety of mobile programming, using many local parks as launch sites and overnight locations for our activities and taking participants to the best trails, rivers and rocks in our region while operating an educational farm in Montgomery County's Agricultural Reserve.

The word **Calleva means "where the paths cross,"** so it's a great name for a crew that gets around as much as we do!

**Calleva's Summer Camp** day begins & ends at our main hub at Seneca Creek Landing, Riley's Lock. Our camp office is a short walk from the grassy area where we hold morning & afternoon Council – where Seneca Creek meets the Potomac River.

**Calleva's Farm** located in Dickerson is a 165-acre working farm just outside of Poolesville. Using sustainable methods (no pesticides/no fertilizers), we grow produce, raise cows, pigs, chickens & turkeys for meat, pasture 20+ horses, and have 8 bee-hives. We also grow enough hay to feed our animals through the winter. All of our farming is done on a small scale and is tied to our educational mission. In addition, our farm is home to:

**Year round Calleva Horse Adventure Programs (CHAPs)**, environmental education and team building programs, Markoff's Haunted Forest and our award-winning farm-table event - Dirty Dinners.

**Calleva Virginia** is located on the Madeira School Campus (8328 Georgetown Pike, Mclean, Va 22102). Calleva Virginia's main office is located in the log cabin along the main road heading in to campus. Other important locations for Calleva Virginia on the Madeira Campus include the council hill, ropes course, gear sheds, and Black pond. Because we share the Campus with Madeira, and also other camps, it's always important that we take care of the spaces around us, and make sure we are doing our best to build and maintain the strong reputation of Calleva while on campus.

## **Mission & Values**

"Adventure is not in the guidebooks and beauty is not on the maps".

***Calleva's mission is to get people of all ages outdoors, promoting personal growth, group cooperation & environmental stewardship through educational & challenging experiences on the river, trail & farm.***

For over 20 years, Calleva has built a reputation for excellence and innovation in outdoor education and outdoor adventure programming. Calleva's unique blend of fun, learning and challenge helps people take risks, develop confidence, learn new skills and excel in a team environment. In short, Calleva is helping our community raise a new generation of leaders who will protect the best of our history and be catalysts for excellence in the future.

We are committed to continuing this tradition, building on the values that make us who we are:

*Community & teamwork*

*Personal responsibility & empowerment*

*Stewardship*

*Tradition*

*Loyalty & commitment*

*Integrity*

*Curiosity*

## **Why Camp?...**

At Calleva, we believe that the camp experience is essential to every child's growth and education. Quality camp experiences help children develop the healthy emotional and social skills necessary to grow into strong, considerate, competent adults. We encourage campers to value their uniqueness and to understand and appreciate their part in the larger community. We strive to help them develop self-esteem, character, courage, responsibility, resourcefulness, and cooperation.\* We challenge campers to develop a sense of group participation and individual stewardship, instilling confidence in each camper in a fun-filled atmosphere.

*\*Taken & adapted from ACA 2016 website*

In a survey of parents and campers, common responses as to what children learned at camp were:

To be more confident, to better control their emotions, better sportsmanship, independence, patience and appreciation, better social skills & to do new skills that they have never tried before.

The same survey found that children felt different at camp because:

They felt a sense of accomplishment, they felt wanted, they felt respected, they felt more outgoing, they didn't feel alone, they were able to be more open about themselves, they didn't have to pretend to be someone they're not.

The survey also reported that the children told their friends that they learned:

Better listening skills, to work in a team, to respect people, to look past differences & to be a leader.

## **Staff Descriptions, Expectations & Roles**

**Director** – a year round employee & official of Calleva, Inc.

**Summer Director** – a 21 or older instructor, with a leadership position over a program or specific area of camp

**Summer Staff Chiefs** - an experienced instructor with a leadership position over a group of HCs or JCs

**Instructor** – Adult, 21 or older (18 or over with Explorers, IDC, and Calleva Virginia), with certification or appropriate experience employed to supervise and instruct campers in an activity.

**Head Counselor (HC)** – High school senior or older, employed to assist with camper supervision

**Junior Counselor (JC)** - 16-18 years, employed to assist counselor and instructor

**Assistant Instructor** – Usually a JC, assisting in the teaching of skills & facilitation of activity under supervision of instructor

**Counselor in Training** or Camper in Transition (CIT) – a 14/15 yr. old camper enrolled in the CIT training program

**Camper** – an individual, under the age of 16, who is officially enrolled in a Calleva program

## **'Who's Who?'...**

### **Summer Camp Directors and Admin Staff**

**Explorers Director - Andrew Pratt "Baldylocks"**

**Adventure Camp Director - Lucy Martin**

**Calleva VA Camp Director - Duncan Olsen**

**Calleva VA Camp Assist. Director - Olivia Murphy**

**Calleva MD Assist. Director - Katelyn Lanciano**

**Director of Explorer Instructors -**

**Directors of Adventure Camp Instructors -**

**Director of CUBS - Averi Pavan**

**Director of Counselors In Training -**

**Director of Summer Counselor Training & Ropes course Director - Bill Witowski**

**Director of Island Day Camp - Ellie Katz**

**Director of Leaders In Training - Tony Witter**

**OAC Director - Sarah Reschovsky**

**Manager of Bus Counselors - Ashley McEwan**

**Camp Nurses - Tanya & Shahgol**

**Counselors Staff POD Chiefs -**

**Office administrators/ Public relations - Marion/Nicole/ Ashley**

**Calleva's Liquid Adventures (LAKs) & Gear Manager - SteveO**

**Calleva Horse Adventure Programs (CHAPs) - Tess**

**Food Manager - Flash**

**Summer Transportation Manager - Ivan**

## Employee Policies

- All instructors will be 18 years of age or older for Explorer, EXPX camp, IDC, and Calleva Virginia. All instructors will be 21 years of age or older for Adventure camp
- Instructors will be certified by an external entity (American Canoe Association etc.) or will demonstrate satisfactory knowledge and experience to a camp director for the activities they supervise
- Instructors and counselors will have CPR and First Aid certification
- Camp staff will comply with the criminal background investigation requirements as set forth at Maryland Family Law Code Annotated sections 5-560 through 5-568 and Code of Maryland Regulations 10.16.06.21 (14 yrs. and above fingerprinted) All full time staff will be background checked at least once every 5 years. If a full time staff member leaves Calleva for any period longer than 12 months, they will need to be retested if they return to a full-time position.
- Any instance of illegal drug or alcohol use by a staff member while supervising campers will result in suspension or termination of employment (as determined by Executive Director)
- All staff understand that they are expected to participate in random in house drug testing throughout the summer, commencing as soon as a contract has been signed
- All staff will be required to read this handbook & complete related test
- Anytime a staff member suspects any incident of child abuse, it must be reported immediately to a camp director. The director will then report information as prescribed in Maryland Family Law Article 885-704 and 5-705 annotated Code.
- Special exclusive relationships with campers are not allowed. This includes contact through social media, text messages and phone calls. Any such contact initiated by campers should be terminated immediately by Calleva employee.
- Staff should change clothes in private and are never to be seen naked in front of campers or other staff.
- Calleva does not permit physical or verbal punishment, no matter how slight or indirect - the use or threat of any physical force against a camper is not permitted.
- Staff will not post photos of any campers on social media.

## **General Expectations - All Summer Staff**

### **Zero Tolerance - Tobacco, Drug & Alcohol Use Policy**

**Calleva Summer Camp is a drugs, alcohol and tobacco free environment. As a staff member you must refrain from the use of tobacco, marijuana or alcohol during camp hours or from the use or possession of illegal drugs whilst in the employment of Calleva. This includes no working or driving under the influence of any of the above substances. You also agree to take random 'in house' drug tests.**

Use of drugs (unless prescribed by a physician) and controlled substances are incompatible with the risk management standards of Calleva and will not be tolerated in the workplace or at any time while on duty by employees or campers. Calleva employees or campers who possess or use marijuana or illegal drugs on programs will be subject to dismissal from camp. Such dismissal action by the Camp Director shall be made out of consideration for:

1. Applicable State laws
2. The integrity of the program
3. The educational purposes of Calleva

### **At Calleva, we expect all our staff to:**

1. Place the needs of the campers above your own at all times
2. Support and take charge of any duties and activities that may be assigned to you
3. Actively supervise campers at all times - especially during unstructured times
4. Come to camp ready & excited for work - **ALWAYS** be on time
5. Ask for feedback and give appropriate feedback
6. Attend Friday night staff meetings
7. Participate in 5 days of summer training, including staff orientation first weekend in June
8. Use all safety equipment correctly
9. Refrain from swimming alone or after dark
10. Wear appropriate camp clothing (adhere to Calleva's Dress Code as detailed in Camp Calleva Handbook)
11. Use 'camp appropriate' language at all times (in a way that is never offensive to anyone)
12. Avoid discussing your personal life/after hour activities with or around campers (this includes any time you are supervising campers, whether or not they are in earshot). This specifically includes discussion about personal relationships
13. Refrain from discussing with campers the actions of fellow counselors during their time off
14. Refrain from using a personal cell phone during camp hours

***For health, safety, privacy or other reasons, failure to adhere to the above standards, as determined by Directors, may lead to immediate termination***

## Standards of Performance and Conduct

At Calleva, we provide a service. Therefore impressions of Calleva employees are extremely important to us - whether to a camper, a parent, a client or any member of public that observes us at work. Civility, respect and patience should be evident in your conversations with other employees and clients at all times.

## Staff Professional Relationships

On rare occasions, we get angry or don't agree with the person we work closely with. The campers should NEVER know this, feel this, or hear this. In order to provide a safe and happy environment the campers need to respect and listen to ALL the staff and they learn this from watching us (the staff) interact. If discussions are needed, do it away from campers. Try to talk it out amongst each other, but if more help is needed please talk to a director. In addition, never speak unfavorably about camp policies or another counselor in the presence of a camper.

## Dress Code

While we don't expect you to look as though you just walked off the pages of an L.L.Bean catalogue, we do expect each employee to present the image of someone who takes care of themselves. Clothes should be clean and not revealing. We understand that the summer gets hot, but we want to encourage campers to keep covered up for safety against sunburn and the best way to do that is to role model safe, preventative behaviors for them.

Therefore, T-shirts, camp appropriate tank tops or rash guards should be kept on at all times – EVEN under PFDs.

Personal cleanliness and hygiene should be maintained at a high level.

## Phones

Phones are to be used only in case of emergency or to contact the office. Where possible, instructors should turn on their phone at lunchtime each day to check for important messages from office or directors. Personal use of phones, including texting, is prohibited. Although it is nice to chat, it is **illegal to drive and talk**. Route drivers and bus counselors need to remember to keep phones charged and available. Don't drive and talk. If you are not a bus driver, bus counselor, or instructor your cell phone should remain turned off in your bag during the camp day, including bus rides. Continued inappropriate use of cell phones is grounds for dismissal.

No cell phones, except in emergencies or to contact the office!

## Timeliness

It is essential that we are all on time for Councils, pick-ups, and drop-offs. NO EXCUSES. This does not mean speed, it means to always leave with more time than you think you need. Your group being late and holding up others is a purely selfish act. Afternoons be back and READY for council by 3:15 and Fridays at 2:15. Campers are happier when they have a chance to wrap up their adventures of the week. Parents are happier when their kids come home with all their belongings and on time. The office is happier when there are fewer phone calls from worried parents. Drivers are happier because the

routes end sooner. BE ON TIME!

## **Working hours & schedules**

- All counselors must be at Riley's lock or Calleva Virginia by **8.15am every Monday** (unless a bus counselor) and **8.30am on other days**.
- All instructors must be at Riley's lock or Calleva Virginia by **8am every Monday** and **8.15am on other days** (unless a bus driver).
- On Thursdays you will be expected to work until 5pm, all other days until 4.30pm.
- When working with Adventure camp or Calleva Virginia, the Thursday overnight is also included in the working week. High Adventure trips and LIT require staff to work Monday to Friday, plus overnights

Calleva's established office hours are from 8-5pm (Winter hours 9.30-4.30pm) Monday through Friday. Field Staff (programs & camp staff) are contracted on a weekly basis and paid a weekly wage (sometimes daily), and it is understood and accepted that work periods in the field will be longer than eight hours per day and will fluctuate from day to day.

## **Contact with Office**

Contact the office if any changes are made to plans or logistics and/or if you are running more than 5-10 minutes late. This is especially crucial on Thursdays and Fridays. The office needs to know pretty much everything that happens!

## **Calleva & Other Camps**

We need to show everyone – campers and public alike, that we are partners with all the other camps we encounter either at home or on trips. Show respect for those involved in like endeavors. This policy has a "trickle-down effect" to our campers and just demonstrates plain good manners.

## Getting Yourself Fired!

Calleva reserves the right to terminate employees whose actions injure or tend to injure the interests of the corporation. Further reasons for discipline, up to and including immediate discharge, are listed below:

1. Noncompliance or disregard of any Calleva policies or procedures, especially those regarding risk management and safety, unless a reasonable explanation is offered and accepted by Calleva.
2. Insubordination, including improper conduct toward a supervisor or refusal to perform tasks assigned by a supervisor in the appropriate manner. (It is implied here that the supervisor is asking you to do something that is reasonable.)
3. Unsatisfactory performance, including repeated incidents of tardiness or leaving work early without authorization.
4. Harassing, threatening, intimidating, or coercing any other employee or client. This includes falsely accusing or reporting another person of harassment and causing an investigation to take place.
5. Release of confidential information about Calleva, other employees, or campers (Confidential information includes parent phone numbers and camper health notes).
6. Absence for three or more consecutive work days without notice to your supervisor unless a reasonable excuse is offered and accepted by the Executive Director.
7. Possession, distribution, sale, use, or being under the influence of alcohol, marijuana or illegal drugs while on duty or while operating a vehicle leased or owned by the company.
8. Theft or unauthorized removal or possession of property from Calleva, other employees, or clients.
9. Misusing, destroying, damaging property of the corporation, other employees or clients.
10. Lying, intentionally misleading, or altering, falsifying, or destroying any documents or records of a personal, official, or company nature.
11. Fighting or provoking a fight while on duty on Calleva owned or rented property.

## Specific Roles & Responsibilities

### A Calleva Instructor 'In a Nutshell':

*You are a passionate, experienced outdoor adventurer - certified and trained to facilitate and oversee your specific activity. Instructors at Calleva have great communication, teaching, and leadership skills, plus a strong sense of responsibility and professionalism. You possess extensive experience in your field of expertise and enthusiasm for sharing outdoor adventures with campers. A positive attitude, fun, flexibility and a strong work ethic are essential. All Instructors will possess a valid driver's license and pass a DOT Commercial Motor Vehicle (CMV) You must be physically capable of carrying moderately heavy activity equipment over long distances and uneven terrain and be comfortable working hard outside in varying weather conditions. Those driving a large bus or towing a trailer are required to have a B class CDL.*

### Gear responsibilities;

You assume overall responsibility for the correct and respectful use of all gear used by you and your campers during a program – this includes all gear specific to your activity and all overnight gear.

You are responsible for checking out and in your overnight gear. You are required to make weekly checks as needed, and are responsible for promptly alerting the gear manager to any problems, faults, accidents with, or loss of gear. Activity specific gear being transferred to another instructor must be checked in to Gear Manager on Friday and checked out by new instructor the following Monday.

### Instructor Responsibilities include, but are by no means limited to:

1. Getting excited, creative and ridiculously enthusiastic about your program!
2. Providing a written itinerary for week: emphasizing safety, fun, & skills progression. *This will include written lesson plans detailing a break down of each day, overnight logistics with possible options and an emergency action plan with all important info.*
3. Running a safe, organized, fun, & educational activity – teach skills & use skill cards.
4. Being a role model for other staff – consistently demonstrating exemplary and appropriate behavior
5. Caring for and keeping inventory of ALL equipment.
6. Driving a bus to transport campers (plus trailer for some activities)
7. Updating the Google Doc of locations (daily and overnight) each week before Monday morning
8. Communicating any deviation to original itinerary with the office
9. Calling all parents on Monday or Tuesday evening to check in about their camper, answering any questions and providing extra information about activity and overnight.
10. Overseeing all Medical Logs and Reporting Forms for office. HCs fill in and you oversee
11. Communicating all concerns with office & directors.

## **A Calleva Head Counselor in a ‘nutshell’:**

*You are a strong leader, responsible for the overall cohesion of a group. HCs at Calleva have great communication skills and are enthusiastic about teaching and sharing outdoor activities with campers. You are fun, flexible, able to adapt to changing working conditions and have a strong work ethic. You must be physically capable of helping carry equipment such as tents and watercraft over uneven terrain and be comfortable working hard outside in varying weather conditions. You are able to work excellently in a team, can take feedback well and exhibit good judgment in decision-making.*

### **Gear responsibilities;**

You are responsible for assisting the instructor in the correct and respectful use of all gear used by you and your campers during a program – this includes all gear specific to your activity and all overnight gear. You are also responsible for promptly alerting the gear manager to any problems, faults, accidents with, or loss of gear. In addition, HCs are responsible for the correct and proper use, care and cleaning of the camp stove during overnights.

### **Head Counselor Responsibilities include, but are by no means limited to:**

1. Maintaining a safe & fun environment for all campers.
2. Reading health forms & making sure all allergies, medications and food restrictions are noted.
3. Carrying medications and ensuring all necessary medications are taken and recorded in log-book/medication report. Returning all medications to camper at end of day.
4. Taking head counts every time you get on or off the bus & during activity – good task to have CITs & JCs help.
5. Being a role model for CITs & JCs. Demonstrate the behavior you want them to adopt by teaching them to be great counselors
6. Reinforcing all skills taught by instructor wherever possible.
7. Picking up ordered lunch and water jugs each day and making sure everyone has lunch (collect & share if needed). Ensuring all ‘Calleva lunches’ are kept cool inside cooler until lunchtime. Returning clean and empty cooler at end of day.
8. Developing group unity (Ensure everyone knows each others’ names by end of the 1st day)
9. Maintaining positive atmosphere throughout week with games, riddles, recognition & contributions. Making sure all campers are having fun!
10. Helping to plan & support Campfire activities.
11. Going directly to HC director when in need of support or advice.
12. Performing all above tasks with positive attitude and without being asked.

### **Expectations of a Senior Head Counselor:**

1. Display terrific role model behavior—for campers and staff
2. Carry out all Counselor responsibilities with excellence
3. One year of HC after high school or comparable experience working with children
4. Level 3 River Rescue certification OR ropes course facilitator certification  
Wilderness First Aid certification OR LIT with Tony for a week.
5. A summer of bus counselor OR CDL driver

## **A Calleva Junior Counselor in a ‘nutshell’;**

*You are an ‘up and coming’ leader at Calleva, responsible for inclusion of all campers into the group. JCs at Calleva have great communication skills and are enthusiastic about sharing outdoor activities with campers. You are fun, flexible, able to adapt to changing working conditions and have a strong work ethic. You must be physically capable of helping to carry equipment over uneven terrain and be comfortable working hard outside in varying weather conditions. You are able to work excellently in a team and be able to take direction and feedback well.*

**Gear responsibilities;** You are responsible for assisting the Instructor and HC in the correct and respectful use of all gear used by you and your campers during a program – this includes all gear specific to your activity and all overnight gear. You are also responsible for promptly alerting the gear manager to any problems, faults, accidents with, or loss of gear. In addition, JCs are responsible for the correct and proper use, care and cleaning of the TENT (including stakes) during overnights.

## **Junior Counselor Responsibilities include, but are by no means limited to:**

1. Making friends with campers, especially those who find group dynamics difficult. Include ALL
2. Assisting in and participating with the activity – always hands on with whatever campers are doing. Anything they are doing, you are doing too!
3. Leading songs and games
4. Supporting the Instructor and HC in teaching the activity - both hard and soft skills.
5. Setting a great example for CIT and campers – especially at down time, during council, on buses and when transitioning from one activity to another
6. Taking the primary role in head counts & role call
7. Making sure all campers stay hydrated and eat lunch
8. Always asking ‘What else can I do to help?’
9. Going directly to JC director when in need of support or advice
10. Keeping the group entertained and occupied in the case of incident
11. REQUESTING feedback each week from HC and Instructor
12. Performing all above tasks with positive attitude and w/o being asked.

## **Assistant Instructor duties include:**

1. Learn the week’s itinerary and teaching points and progression
2. Know emergency action plan as well as other plan B options
3. Memorize rules and safety procedures
4. Assist instructor in keeping inventory of all equipment and first aid supplies
5. Assist instructor in maintaining equipment and preparing lessons
6. Teach skills and instructing campers under supervision of instructor

All Staff - Tips For Success:

Some important points to a successful Calleva program and wonderful summer for all...

## Feeling Valued

Every camper needs to feel accepted and able to make friends while they are at camp. It is vitally important that all staff members take note of group dynamics and work hard to encourage and facilitate friendships and unity within the group. Your friendship with the camper – take time and put in some effort to noticing the little things that campers do that make them stand out as individuals (a funny incident, a little kindness, taking a leadership role by showing initiative, or just being a good kid.) Find moments to share these with the campers or the group if appropriate. It is important to get to know the campers as soon as possible. Interest in, and warmth for, the individual camper is vital. Be friendly but never partial. We are attracted to the appealing, successful child. The shy, unsuccessful, or rude child needs equal thought and attention.

Learn the names of your campers as quickly as possible. Learn what is important or special to them. Respect the dignity of each camper. Remember the rate of growth in mental, physical, social and emotional development varies in each child.

## Singing

Every Friday Calleva hosts a song contest. The winning group receives ice cream at afternoon council but more importantly KUDOS and PRIDE! Songs can be simple tunes with words that the kids make up about their week's experience, their group, or their counselors. Goofy, silly and nonsense songs are perfect. The louder, the more creative and more enthusiastic the better. And the best way to encourage campers to sing is to be right in the middle singing your heart out! We LOVE to sing and want to hear songs everywhere Calleva goes – on the river, on the bus, at Council, on the farm, in a cave, up a rope... Check out our song database on YouTube!...<https://www.youtube.com/user/callevasongdatabse>

## Games

Games are not just an 'add-on' to the activity, they are key to group cohesion. The more you play them the more comfortable your campers will become with you and one another.

Great staff plan and prepare fun games and downtime activities the night and weekend before – BE GREAT! Enjoy the experiences with the campers- enter into their fun and spirit of adventure. An enthusiastic counselor means an enthusiastic camper!

## Enthusiasm at Council

Don't be afraid to get loud and crazy. It is vital that we maintain a level of energy and excitement at Council. No matter what is happening at the 'front', Council can be boring and an annoying formality or it can be all-inclusive and the best part of the day. It ALL depends on the attitude and involvement of the staff. If we sit quietly by, our campers will follow our example. Join the group, do not stand off to the side and expect the "others" to handle it - and worst of all do NOT

stand at the back with your group of friends and whisper because you think you can't be heard! Council begins and ends our day - it sets the mood for the day's activities and is the last activity the campers experience before returning home. Please help make our Councils memorable and fun.

## **Energy on Friday**

How can we have more energy on Friday?

Answer; the staff needs to do whatever it is we need to do in order to end the week with a bang For example: actually get some sleep Thursday night, meditate early morning, jog before the campers awake....whatever it takes. Friday is such a key day. It is important to end on a strong note, with lots of energy, songs and smiles. If you are sleeping in the bus on the way back to Friday afternoon council you need to give yourself a good kick up the bottom!

## **Staff Meetings**

Summer staff meetings are held every Friday from 5.45pm to approx. 8.15pm at Riley's Lock **OR** Calleva Virginia. All staff that worked that week are required to attend the meeting in order to evaluate the previous week and prepare for the week to come. This meeting is one of the most important aspects of our whole week. Here we get a chance to reflect, give and receive feedback, learn new skills and games, practice techniques, listen to others' problems and suggest solutions, listen to important camp notices, hear parents' compliments and complaints and most of all we take the opportunity to make each week better than the last. During the meeting, staff will fill out a written evaluation of the previous week and share their feedback with the staff they worked with. Plus we always have food of some variety!

## **Seeking help**

If a camper has a grievance or problem, and you are unable to help, feel free and welcome to discuss the situation with a director. Never hesitate to ask questions and seek help.

## **Lost & Found**

Take all lost and found items to the area behind the office, but try to find out if it belongs to someone in your group!

## **Campers:**

### **Camper policies**

- Campers shall follow all camp safety policies or they will be removed from the program
- Campers must not be subject to harassment or discrimination
- Campers will not have contact with strangers
- Campers shall not go barefoot and must wear water shoes while in water activities.
- Campers who leave an activity early will only be released to the custody of a parent or guardian (or others who have made prior arrangements with the camp office)
- Campers will not be left unattended at bus stops without permission from parent/guardian
- Campers on medications must be able to self-administer their medications. Instructors and counselors cannot administer medication, although they will watch and document that medication has been taken and carry all non-emergency medication at other times.

### **Staff expectations of campers**

It is a privilege to be a camper at Calleva. Like staff, Campers are expected to use language in a way that is never offensive to anyone. Conversations and games played (including the content of jokes, riddles and songs) must be appropriate for all group members which means that some campers, often the older ones, might have to be pulled aside and reminded to watch their actions and language.

It is vitally important that Calleva is a safe place in all respects.

Campers are not allowed to have headphones, cell phones, portable video games, etc. If a camper is using an electronic device, remind them that such pieces of equipment are prohibited at camp (including bus rides).

### **Campers with special or extra needs:**

Calleva strives to provide positive camp experiences for children with various needs wherever possible. However, we do not specialize in serving children with special needs, including children with significant physical, emotional, social, or behavioral difficulties. We ask parents to talk to us before registering their child for camp if they have extra or special/specific needs at camp. We can always provide a better and safer experience for your child if we know about potential challenges ahead of time and can be prepared to fully assist and support each individual camper. Your camp director is always a resource to go to for any issues or questions about campers with extra or specific needs. PLEASE ASK QUESTIONS first - don't wait for a challenge to present itself!

In some cases, after talking with families, the camp directors may feel it is necessary for an individual camper to have 1 to 1 support for behavioral or medical needs.

#### **Diabetic Campers\*\***

We can accommodate diabetic campers in our Explorer camp. Our camp nurse is available to be on site at both our Riley's' Lock and Farm location for daily 'checks ins'.

Diabetic campers who are able to self carry and self administer may be able to join our traveling adventure camps or Island Day Camp after talking through their needs with camp directors and medical staff.

\*Overnights for campers with specific medical or behavioral special needs may not be possible

\*\*Additional paperwork signed by the campers' physician is required for insulin dependent diabetic campers.

## **Child Protection Policy**

Calleva is committed to the protection of all staff and participants from physical and emotional harm. All staff at Calleva regard it as their duty to ensure a child's emotional and physical safety at all times. All campers have the right to a safe and caring environment at Calleva, which promotes positive self-esteem, personal growth, learning skills for life and fun. All Calleva staff and volunteers have multiple background checks prior to appointment including MD Sex Offender Registry, State and FBI. Child protection issues are discussed at staff meetings as appropriate, and staff are encouraged to be an active part of reviewing the policies, as well as developing and ensuring a safe environment for all participants.

Calleva is committed to immediately reporting any evidence or disclosure of child abuse to the State of Maryland Social Services, in line with Maryland Family Law Article 885-704 and 5-705, Annotated Code of Maryland.

## **Bullying and Pranking**

At Calleva we have a ZERO TOLERANCE approach to bullying. Any kind of bullying is inexcusable and will not be tolerated between campers or staff. We define bullying as when one or more people exclude, tease, taunt, gossip, hit, kick, or put down another person with the intent to hurt another. Bullying happens when a person or group of people want to have power over another and use their power to get their way, at the expense of someone else. At Calleva we recognize that bullying can also happen through cyberspace: through the use of e-mails, text messaging, instant messaging, and other less direct methods.

Calleva leadership addresses all incidents of bullying seriously and trains staff to promote communication with their staff and their campers to ensure that both staff and campers will be comfortable alerting us to any problems during their camp experience and between camp seasons.

Pranking is not tolerated at Calleva. No pranking kids, no pranking staff. Campers may not prank staff or other groups. Pranking leads to bullying and situations that quickly escalate out of control.

Every person has the right to expect to have the best possible experience at camp, and by working together as a team to identify and manage bullying, we can help ensure that all campers and staff have a great summer at Calleva.

## **Staff contact with Campers**

Inappropriate relationships with campers are prohibited. This includes contact through ANY social media sites, cell phone calls, texting, email etc. If a camper contacts you in a way that is inappropriate or suggests inappropriate actions tell a director immediately and cease any out of camp contact with the camper.

Instructors and our camp photographer are permitted to take photos of campers when they are engaged in camp activities. These photos cannot be kept for personal use. They must be sent to the Calleva Office to be shared on Calleva approved marketing sites.

At no point should a staff member be away from the group with only one camper. This is especially important when checking on First Aid concerns. Always ensure that more than one staff member is present.

Prior to orientation Calleva staff watch a video (Bob Ditter) on appropriate and inappropriate displays of affection and contact with a camper. This video distinguishes appropriate physical, verbal and emotional contact from inappropriate contact. Staff MUST sign an affidavit stating they have watched and understood the video. Calleva is committed to a zero tolerance policy for any inappropriate emotional or physical harm perpetrated on campers by staff members.

## **CIT's (Campers in Transition or Training)**

CIT's are Campers in Transition or Training. They pay to come to camp but are learning, with support, to see camp from a counselor's point of view rather than a camper's. In other words they should be beginning to look at others needs rather than their own. Staff will be given an evaluation form – answer honestly and with good suggestions so that they can learn from your critique. They will fill out an evaluation of you as well. All CIT's meet one day a week with the CIT Director when specific needs and situations can be discussed and feedback can be given in addition to weekly trainings/ outings.

## **Camper Skill Cards**

All Adventure Camp activities have Skill Cards. Please use these responsibly and respectfully. Give encouragement to get the camper to the next level. Remember that learning is a life-long event and so they should not be able to earn their Skill Card Level 3 in the first week! Don't forget to give the cards to the campers and celebrate the achievement in your group before returning to Council on Friday afternoon.

## **Calleva Programs**

Calleva Camps are designed around a 5-day "building block style " curriculum with age-appropriate adventures.

**CUBS (4-5 year olds):** Our introduction to loving and caring for the outdoors in a fun and caring environment. Expect singing, educational learning, caring for animals, and amazing stories.

**EXPLORERS (6-8 year olds):** Camper get to focus on some of the core Calleva adventure activities, and broaden the appeal with some more traditional camping experiences.

**EXP X (8 year olds):** Known affectionately as E-X-P-X, this is for 9 year old campers who are excited to experience the fun and challenges of a whole day delving into one outdoors activity, but not quite ready to choose an Adventure Camp whole week focus and overnight.

**ISLAND DAY CAMP (9-12 year olds):** A new twist on our popular Adventure Island Camp without the overnight. For 2016 we are creating an incredible new Island experience exclusively for 9-12 year olds with exciting new activities such as Island arts & crafts, creeking, high and low ropes challenges and fire-building alongside some of our 'old favorites' like rapid swimming, paddling duckies and canoes and 'King of the Log'!

**SAMPLER CAMP (9-15 year olds):** When you just decide on one adventure, why not do them all.... or at least a "best of" package! These weeks are offered at the beginning & end of summer.

**ADVENTURE CAMPS (9-15 year olds):** Camper journey from learning an "activity" to applying it on an adventurous Thursday overnight. Camps include: Art in nature, Fishing, Growing Green, Duncans & Gresko's Adventures, Horseback Riding, Kayaking, Mountain Biking, Paddleboarding, Rafting, Rock Climbing, Sailing.

**HIGH ADVENTURES (12-17 year olds):** Taking the overnight to the next level with a week or so totally immersed in your activity, your adventure, your team, and the outdoors! Great opportunity to master your skills; including Surfing, Sailing, Kayaking, Climbing, Caving, Backpacking and more!

**LEADERSHIP SCHOOL – LIT (13-17 year olds):** Life changing courses that integrate wilderness camping and leadership training for young people. Courses range from 5-7 days.

**CALLEVA VIRGINIA (8-14 year olds):** Our sampler camp runs weeks 1-10 and is for 8-14 year olds. Our Adventure camps (kayak, cimb, camper v. wild) are for 9-15 year olds and run weeks 2-9.

## **Activity and Program Procedures & Policies**

### **Safety Policies**

1. Instructors will call 911 immediately if any injuries appear to be more than minor
2. Campers shall be required to use safety gear, which is necessary in the judgment of the instructor or as specified in the activity operating practices
3. Instructors will, upon arrival at a destination, give a safety talk appropriate for that area, and set boundaries for campers and a “meeting up” place if a camper becomes lost.
4. Instructors and counselors will not allow campers to talk to strangers
5. Water activities in moving water above knee level of campers require PFDs for all participants
6. Any climbing of vertical rock walls where the participant’s head exceeds 10 feet from ground level requires a safety rope tended by a knowledgeable individual
7. The buddy system will be used whenever campers may be out of sight of the instructor/counselors. Campers will not be allowed to do activities alone and unsupervised.
8. No firearms, knives with blades over 4 inches in length, illegal drugs, or other contraband are permitted. Alcohol is not permitted on any camp programs.
9. Instructors and counselors will ensure that first aid kits are available during all activities. A kit located in the transport vehicle is acceptable if transport vehicle is within a reasonable distance of the activity.
10. Any injuries or sickness will be documented in Medical Log and reported to the camp nurse and office and the appropriate form will be filled out upon return to Riley’s Lock.
11. Visual safety checks of all equipment will be performed by the instructor prior to use. Any failing or damaged equipment will be reported to the Gear manager for repair, removal, and/or replacement.
12. Camper to Staff ratio shall not fall below:
13. Cubs/Explorers 5:1
14. Adventure Camps 6:1
15. LIT/HA programs 4:1
16. Within these ratios a minimum of 80% of our staff are over 18 years. There is always a minimum of two-year age difference between the youngest member of staff and oldest camper.
17. We ensure a minimum of two staff on every activity, whether day or overnight program, regardless of number of campers present.
18. Any violation of safety policies will be reported to the camp office

### **Severe Weather Policies**

1. If severe weather threatens (high winds, severe rain, flooding etc.) the instructor shall evaluate the conditions and terminate the activity as necessary
2. No outdoor activity will be allowed to continue in the presence of lightning
3. The camp office shall be notified when an activity is cancelled.
4. In case of a weather emergency, if our staff hear three blasts from an airhorn, or are notified by a director, explorers will come to the Calleva office pavilion or Calleva bus at Riley’s Lock or the activity barn, mothership, riding arena, or other structure on the Calleva farm. Adventure campers normally seek the bus as shelter, as we are a mobile program and the bus is most often the best shelter available in the case of severe weather.

## Health Procedures

As camp staff we have a unique opportunity to teach our campers to respect and care for our natural environment. It is also our responsibility to provide campers with a safe and healthy camping experience. The following procedures indicate Calleva's policy for managing health and well-being.

### Water

Water coolers for campers are filled at the Calleva farm (19120, Martinsburg Road) or on the Madeira Campus. Water is filled and empty water coolers can be traded out for full ones during am/pm Council. Water is stored in 5-gallon coolers and kept on the buses. Water containers are cleaned before refilling coolers with water. If coolers need to be refilled while on overnight, only public water supply is used. Campers understand that when thirsty they are to drink either from the camp coolers or water they have brought from home. Campers are encouraged to drink as often as possible. Don't take a drink unless the campers drink first – this will help you to remember – Hydrate! Hydrate! Hydrate!

### Lunches

Campers bring their own lunch to camp or contract through Calleva. They are instructed to bring only non-perishable food to camp with them each day, as refrigeration is not available.

Calleva perishable sandwiches are kept in coolers containing frozen drinks\* where temperatures can be controlled\*\*. Lunches are made at the Calleva Kitchen, placed in coolers and transported to Riley's Lock where appropriate lunches are placed in individual activity coolers\*. Coolers stay closed with lids on until food is consumed before 1pm.

Counselors are responsible for picking up lunches in the morning and returning coolers\* during PM council. Food Coolers are inspected and cleaned at the end of the day.

### Overnight Food

All perishable food used for cookouts and overnights are kept in coolers\* until time of use. Coolers will be kept below 41°F\*\*. Equipment is provided to transport, store, prepare, cook and serve food safely. All water must be brought to a rolling boil before cooking.

- *All coolers include frozen drinks or ice packs.*
- *Thermometer temperatures must be at or below 41°F. If perishable food storage temperatures exceed this, the food is discarded as garbage and Staff are responsible for supplying food from a store or restaurant.*

### Food Allergies

Pay special attention to all allergies listed in the "Health Issues" section of your camper lists. Staff must read all ingredients on food labels for Campers with known food allergies, prior to consumption. Be suspicious of all nuts and nut oils when dealing with any know nut allergies. Pay attention to dietary and religious food needs as well.

## **Cleaning Dishes**

Campers are taught proper Backcountry LNT utensil and flatware cleaning procedures, which include... All food removed from dishes by eating or disposal in garbage. Paper towel is used to wipe off any other particulates and to keep soap water from becoming laden with food particles. Utensils and dishes are washed in the soap water basin (biodegradable soap). Utensils & dishes are then rinsed and sanitized in bleach/rinse water solution (1/2 tablet of Tri-San sanitizer in rinse basin or two tablespoons liquid bleach).

Encourage all campers to wash their own dishes in this manner thus sanitizing their hands at the same time. Dishes are placed in net-bag and hung from tree or other structure at campground to air dry. Any equipment surface that comes in contact with food is cleaned and sanitized after each use the same way. Food handlers maintain personal cleanliness and safe food handling practices during work. All food handling equipment is inspected at Friday PM council and if there are any traces of food or it is deemed "not clean", Activity Instructors will be directed to return them home and clean all cooking equipment.

## **Garbage**

We follow the basic camping rule "Pack it in, Pack it out." All trash from lunch, activities, cookouts, etc. is packed out in plastic bags and disposed of. When on overnights, we burn our paper items and pack out all remaining trash (this includes uneaten food) in plastic bags.

## **Toilet Facilities**

Each overnight activity is equipped with a toilet kit, which consists of toilet paper, "Purell" anti-bacterial hand gel, a trowel, and a lighter. If available at campgrounds portable toilets are used on the overnights. When not available, campers are taught to dig individual "cat holes" six inches deep and at least one hundred yards from any drainage and not in any potential camping spot. Toilet papers is burned or carried out and holes are covered with dirt, not rocks.

## **Hand washing**

Campers should wash their hands prior to eating or preparing/cooking of food and following use of the restroom. We provide hand-washing stations in all of our buses. Each station is equipped with "Purell" anti-bacterial hand gel. If water and soap are used disposal of soapy water meets LNT standards.

## **Sleeping**

Campers provide their own sleeping bags. Calleva provides the tents. Make sure tents are at least ten feet away from campfire or open flame. Do not exceed manufacturers recommended capacity.

## Overnights

Thursday overnights are the highlight of the week in Adventure Camp! The overnight is the culmination of each activity's fun-filled week, building on a curriculum preparing the camper for Thursday's extended day and night. All campers who sign up for Adventure Camp are expected to participate in the Thursday overnight. (Transportation between home & camp is not provided for Adventure campers on Thursday night or Friday morning.)

**Staff overnight needs:** Sleeping pad, sleeping bag, change of clothes, flashlight/headlamp, cup, bowl & spoon, toiletries, warm jacket & rain gear. Mosquito tips when camping near water – as you will suggest to your campers, if you get bothered by mosquitos, bring lightweight pants, long-sleeved shirt, socks and a hat that can be sprayed with bug spray.

A well-run overnight adventure is the perfect way to wrap up a week. We hear a lot from the few parents and campers who are anxious about the overnight, but most are excited about their kids having the chance to camp out and for many kids it is their first camping experience – so make it an AMAZING one! In most cases the instructor calling in person on Monday or Tuesday is enough to reassure a worried parent.

## A Successful Overnight:

There are so many important elements to a successful overnight, but the bottom line is **SAFETY first, then FOOD and SHELTER.**

Overnight safety considerations & camp set up;

1. Calleva Directors select private and public campsites in our region. Calleva requests regular information from Park police of incidents in the park near campsites
  2. Sites are selected based on location, safety, accessibility & weather conditions
  3. Overnight staff/camper ratios are the same as daytime activities and will not fall below 1 staff to 5 campers
  4. Campers may be permitted to sleep in hammocks on 'under the stars' if the instructor assesses that the campsite is safe and secure.
  5. Tents are 3-4 people
  6. Staff and campers have separate tents or sleep in outside the tents in hammocks. Staff sleep within approximately 10 feet of the campers tents
  7. Tents are set up with outward facing door zippers are both staked down so access in and out of tent is from one entrance.
  8. Depending on layout, staff orient their sleeping situation so that they are between the camper tents and public access and/or in the center of tents.
  9. Before bed, campers are reminded where their staff will be AND to wake staff member and buddy if they need to leave their tent in the middle of the night.
  10. Staff also remind campers before bed about emergency drill (shout/scream/blow whistle loudly) for situations such as extreme weather, injury or intruder and remind campers not to talk to members of public.
- As at all times during camp programs, staff must report to police any suspicious behavior of non Calleva community members**

Campsite suggestions:

- A. Divide the group into three task groups; fire building, food prep, meal cleanup. Teach basic camp

crafters skills such as:

- B. Building a responsible fire for your food while keeping in mind: fire safety, LNT skills, conservation of your location, and gathering or having proper and adequate fuel.
- C. Pitching your tent or tarp in a safe location while being prepared for foul weather. If you want to sleep under the stars, throw up a line so you have a rain plan. All campers are quiet and/or asleep before the last counselor sleeps.
- D. Food preparation and meal cleanup is an opportunity for campers to participate and learn. It is so important that the campers help out. Calleva is not about counselors serving campers BUT about everyone in the group filling a needed role, and learning an important part of camping.

## **Leaders In Training (LIT)/High Adventure (HA) POLICIES**

1. LIT & HA programs have at least 1:4 ratio of staff to campers.
2. Instructors fill out itinerary, emergency action plan and needs list and file with office at least 3 weeks before program
3. Instructors contact parents the Friday or Saturday before the program to update health information, confirm pick-up points, and allow parents to ask any question

## **Emergency Procedures**

No two emergencies are the same. While the various steps and suggestions outlined in these procedures represent the camp's guidelines, your own good judgment should be the final authority until you are able to contact assistance. The safety and well-being of the campers and staff ALWAYS come first.

## **Major Injuries and Accidents**

1. Count to ten and evaluate the overall situation. Do not rush or panic.
2. Take charge. Be firm and clear with your instructions to campers and staff. Use a calm tone of voice.
3. The Instructor is delegated the responsibility to aid the injured party. Give priority attention to caring for the needs of the victim. The person rendering first aid must enter the information in the Medical log before the end of the day.
4. Delegate another staff member to ensure the safety of other campers by taking them away from the immediate scene and organizing singing, games, or other activities. Retain one staff member at the scene of the accident with the victim.
5. Make sure you know who the victim is.
6. Contact the office as soon as possible. Provide a clear description of the emergency and your location. If someone else answers the call, tell them, "This is an emergency, I must talk to the office manager or one of the directors immediately". Do not discuss the situation with others.
7. Begin collecting the facts. What happened? How? When? Where? Witnesses? Where were the staff? Campers? What could have been done to prevent the injury?
8. Prepare Maryland State accident report within 24 hours.

## **If the injury is life threatening or death:**

1. If the emergency appears to be life/death related, call 911 first (or appropriate EMS number), then notify the camp.
2. Be prepared to deal with the public and possibly the media. Do not issue any statements. Do not make any comments "off the record." Do not speculate.
3. Indicate as pleasantly as possible that you are not authorized to speak for the camp and refer them to the camp director.
4. Make NO statement orally, or in writing, which could be interpreted as assuming or rejecting responsibility for the accident or emergency. Under NO circumstances reveal the name of the victim or other persons involved.
5. Cooperate with the public emergency personnel at the scene. Get the name, badge number, and jurisdiction of the office taking the report. If possible, get the report number.
6. Contact the child's parents only if you have authorization from the office or the directors.
7. In the case of a critical accident, serious injury, or fatality: Keep a responsible adult at the scene of the accident or emergency situation to see that nothing is disturbed until medical aid or the law enforcement authorities arrive.

## **If you are a secondary staff member at the scene: Campers' safety is first!**

1. Quickly and quietly follow the directions of the person in charge of the situation.
2. Do not panic...remember, you must set an example for the campers at the scene.
3. Offer advice only if you are more knowledgeable about the incident or you are asked.
4. Do not discuss or allow campers to discuss the situation with anyone other than camp personnel or law enforcement officials.
5. Assist in preparing reports as needed.

## **Missing Person Procedure**

1. Determine when and where the camper was last seen. Stay calm so you don't frighten the other campers.
2. Discover (if possible) the state of mind of the camper. Was he/she depressed or angry, threatening to run away? Did he/she fall behind on a hike, or leave to visit a friend in another unit? A camper who does not wish to be found will require a wider and more careful search.
3. Do a search of the immediate area with available staff. (The camper may have wandered to the edge of the activity.) Ask nearby campers and staff if they have seen or know where the camper is. Before leaving the rest of the group to find a camper, see that they are supervised by another staff member.
4. Check any known accomplices.
5. Check bathrooms, enclosed areas, buses, etc.
6. Contact the office about the situation. Include the name of the missing camper, when and where last seen, description of child: hair, eyes, weight, height, clothing. If the camper is not

found in 20 minutes, the camper will be presumed lost. The camp director will institute a public search that will include contacting the sheriff department, camp office, and camper's parents.

7. Do not ignore the remaining campers. Be calm and positive. Acknowledge their fears and move on to some activity.
8. Complete an incident report and any other reports requested.

## **Emergency Phone Numbers:**

<b>Emergency Phone Number</b>	911
<b>Poison Control Center</b>	1-800-492-2414
<b>Child Abuse Hotline</b>	1-800-492-2414
<b>Dept. of Health &amp; Mental Hygiene</b>	1-410-646-9240
<b>Health Dept. (Maryland)</b>	301-217-7272
<b>Calleva Office (also for Nurse)</b>	301-216-1248
<b>Calleva Virginia Office</b>	703-828-7256
<b>Matt Markoff (Executive Director)</b>	240-793-4668
<b>Nick Markoff</b>	240-477-9620
<b>Alex Markoff</b>	240-793-4666
<b>Lucy Martin</b>	240-750-3836
<b>Baldy</b>	240-370-4786
<b>Duncan Olsen</b>	703-967-4844

## Calleva Medical Plan 2020

- A. Head Counselors and Instructors, having direct supervision of approximately thirteen campers, will observe daily each camper in his or her group and report any abnormal condition to a director.
- B. All staff will read the emergency plan and will be briefed concerning its implementation.
- C. Dr. is the camp's designated health supervisor.
- D. The office sends notes to the staff at morning/afternoon councils to provide any additional information concerning the health and well being of the campers.
- E. A medically or emotionally fragile camper will be reported to a director or office manager by staff. Parents are contacted and appropriate steps are taken to safeguard camp population and individual campers.
- F. All medical information is kept in the camp office and accessed only by authorized personnel.

## General Health Care

Campers and staff should practice daily health care such as washing, brushing teeth, good eating and sleeping habits, with staff members setting a good example for the campers.

## Minor Injuries

The following is a list of minor injuries that counselors are allowed to treat. All injuries listed with \*\*\* should be treated by staff only when they are away from the day camp when a medical emergency arises.

### Injury

### Treatment

**Blister** - Wash with soap and water and apply band-aid or moleskin

**Minor Cut** - Wash with water, cleanse with PAWs pad and apply band-aid

**Scrape** - Cleanse area with PAWs pad and water. Apply band aid or bandage if needed

**Bee sting**- Apply alcohol prep and ice pack. If child is allergic we will prepared with a bee sting kit

**Bloody nose** - Have person sit with head in a neutral position and pinch nostril closed until bleeding stops. Apply ice pack to nerve in back of the neck

**Twisted ankle** - RICE – rest, ice, compression and elevation

**Glass in foot** - Remove glass if possible, rinse with water, compression and bandage, clean with PAWs pad

**Nausea** - Rest, if severe call parents

**Splinter** - Remove if possible and easy to do, apply bandage if needed

**Bumped Head** - Apply ice packs and observe for signs of a concussion

**Burns (minor)** - Immerse in cool water until pain is sufficiently controlled, then apply burn ointment (only if skin is not broken) and bandage

**\*\*Heat Exhaustion** - Call 911 and try to cool patient by bringing them out of the heat and applying

cool, wet towels. Fan them, encourage fluids

**\*\*Cut (Major)** - Elevate and compress direction on cut. Call 911

**\*\*Broken bone** - Immobilize injured part and call 911

**\*\*Severe back/neck injury** - Prevent patient from moving and call 911

**Head Injuries** – Please read and refer to “Head Injuries Check List” *see Appendix A)*

## Major Injuries

In the case of an accident or injury, which requires more than standard first aid, or at any time there is a question about the extent of an injury, advise a camp director, the office, or the Camp Nurse immediately. All directors will be informed and an accident or injury form will be completed at the Calleva office within 24 hours.

Camp staff will not transport a camper to obtain medical care when a major injury occurs unless the camper and staff are in imminent danger. 911 will be called immediately. When a major injury occurs, a camp director or nurse will contact the parents of the camper immediately.

## Staff Illness/Injuries

When an illness or injury occurs to a staff member, the injury treatment should follow the same procedures as a camp injury. An entry in the medical log should be documented as soon as possible after the occurrence.

## Daily Health Observations

The counselors and staff are to observe each camper daily for general health signs, health complaints, cold symptoms, signs of depression, cuts, bites and stings, burns, and other injuries or any evidence of anything unusual. All injuries or health problems should be reported to the Camp nurse or a camp director.

## Medical Records

A written health record for all campers (EHA) and staff is to be on file at the office, which contains the following information:

Name of primary provider of medical care

Date of last tetanus

Pertinent information regarding any significant medical problem

Allergies

Medications if any

The Camp Nurse will review health history forms for each camper prior to the start of each camp week. Pertinent health concerns will be documented on “Health Concerns” report given to each activity HC and Instructor. An updated information form for overnight medications, plus parent authorization form and a reporting form will be given out on Thursday morning. All HCs will review health concerns directly with the camp nurse during Thursday morning council. At this time advice can be given and sought.

## Confidentiality of Medical Information

Confidentiality is maintained by ensuring that only administrative staff has access to camper and staff files. Counselors are provided information on campers or staff that is deemed necessary. Medical information on campers and staff will be kept in the strictest of confidence.

During all Calleva courses, it should be made clear to participants that it is the responsibility of everyone involved (participant and employee alike) to inform Calleva staff members that he or she is taking any medication whatsoever. This information could be important in an emergency.

## Medical Log

A summer program medical log will be maintained for each activity. Immediately following all accidents, either major or minor, first aid treatments, and/or the administration of medicines, staff member is to document all pertinent information in the medical log. Each entry is to be initialed by the individual providing the treatment.

## Medications and Prescription Drugs

Prescription drugs shall be self-administered by the camper after written parental permission is provided via authorization form. The medication should be clearly labeled in the original pharmacy container with the prescription name, prescribing physician's name, name of medication, directions for taking the medication, and the camper's name. Parents should be advised to **ONLY** send the amount needed in the original container.

Counselor will keep hold of medication at all times then observe the camper taking the medication. Counselor observation is needed that it is indeed the correct medication for camper and the proper amount is taken. Counselor will then document in Medical Report form **the date, amount, and time taken.**

All medication including unused medicine and/or empty containers **MUST** be returned to camper's parent at the end of camp session or when no longer needed.

Non-prescription drugs can only be given when accompanied by a written Doctors' script and medical authorization note. **Ibuprofen ('Advil') Acetaminophen ('Tylenol')/ Non-aspirin) and Diphenhydramine (allergy meds like Benadryl)** can NOT be given to a camper unless provided by parent with accompanying authorization letter OR when verbal authorization has been provided over the phone from camper's parent/guardian.

## Emergency Medications

*Due to the age and maturity of campers in different programs, our policies regarding 'self carry and self administer' are a little different.*

### **For campers in Adventure Camps, VA Sampler, High Adventure and LIT:**

Emergency medications will be carried by the camper and administered by Calleva Head Counselors if needed in an emergency. Inhalers can be self administered if parent permission is given in Medical notes. All use is documented in Medical log.

Parental permission must be provided via authorization form and this form **MUST** be enclosed with medication. The medication should be clearly labeled in the original pharmacy container with the prescription name, prescribing physician's name, name of medication, directions for taking the medication, and the camper's name.

*When in the water, waterproof protection (such as [this](#)) must be provided by the camper for the medication. If no suitable case/container is sent from home, then the group counselor will carry the emergency medication.*

### **For campers in Cubs, Explorers, EXPX Sampler and IDC:**

Counselors for campers in these programs can hold emergency medications on their behalf and will ensure they are kept ***close to the individual***.

The exception is in the case of a suspected anaphylactic shock when **Diphenhydramine** (Benadryl) may be given under guidance of health professional as an emergency medication.

## **First Aid Supplies**

First Aid supplies will be ordered by the Health Supervisor and kept in a storage room located in the office. All buses are equipped with a stocked first aid kit. Head Counselors are responsible for alerting the nurse to when their supplies need restocking. Instructors are responsible for restocking their personal first aid kits.

## **Health Supervisor Information**

The services of a registered physician are available.

# Equipment & Gear Use

## At Camp

Please teach campers to respect the equipment. Treat it all BETTER than your own! All activity equipment should be treated with care. On Fridays, all equipment will be checked, cleaned and replenished by the instructor for the following week. Any issues will immediately be brought to the Gear Manager. Instructors are ultimately responsible for own equipment bag – so check to make sure you have everything before leaving for the overnight!

## Staff Gear Use

As a member for staff at Calleva, you have the privilege of borrowing Calleva gear for FREE! Gear may be borrowed from **RILEY'S LOCK AND THE FARM**. Calleva Madeira, and the gear stored there, may not be accessed during off-camp hours unless there is an activity set-up or approved by a Calleva Director.

**All Land Gear** (everything other than gear stored in Back Lot at Riley's) must be checked out via **The Gear Manager**. The procedure for this gear is as follows:

- Gear available to be used at Riley's from 4 to 6pm weekdays and 10am to 6pm Saturday and Sunday
- Text or call Gear manager to ask if you can borrow the gear (be specific in what you want and for what time period)
- Gain a positive answer – this means WAITING for an answer if corresponding via text.
- Complete the Sign Out sheet and Waiver/ form completely if from gear barn or fill out Waiver if using the ropes/ canopy tour. (Sheets found at locations).
- Send a photo of your self with the borrowed gear to Gear manager BEFORE taking it out.
- Use it safely, responsibly and have fun!
- Upon return to the exact place you borrowed it from, ensure gear is clean and in the same condition as when you borrowed it.
- SEND Gear manager another photo of yourself returning the gear.
- Complete the Sign IN sheet on return.

**Water Gear** (boats/paddles/PFDs) stored in the back lot at Riley's during the summer are available on this basis:

- Gear available to be used at Riley's from 4 to 6pm weekdays and 10am to 6pm Saturday and Sunday
- Complete the Sign Out sheet including a description of gear (Sign Out/In sheet will be held & monitored by Gear manager)
- Use it safely, responsibly and have fun!
- Upon return to the exact place you borrowed it from, ensure gear is clean and in the same condition as when you borrowed it.
- Complete the Sign IN sheet on return.

- Any friends/family of Calleva staff using water gear WITH STAFF present, must physically leave a credit card as a deposit in addition to completing a 'borrowing' policy and sign to prove that they have read Calleva's waiver/disclaimer (Binder containing this will be held by Gear manager).

For either Land or water gear, there will be a Fee associated with lost or broken gear. It is your responsibility to ask Stevo or the gear manager about replacement or maintenance fees for specific equipment.

If you respect and stick to these procedures you will be able to borrow gear again and again!

## **Individual staff gear responsibilities:**

**INSTRUCTOR:** You assume overall responsibility for the **correct and respectful use** of all gear used by you and your campers during a program – this includes all gear specific to your activity and all overnight gear. You are responsible for checking out and in your overnight gear. You are required to make weekly checks as needed, and are responsible for promptly alerting the gear manager to any problems, faults, accidents with, or loss of gear. Activity specific gear being transferred to another instructor must be checked in to Gear Manager on Friday and checked out by new instructor the following Monday.

**HC:** You are responsible for assisting the instructor in the **correct and respectful use** of all gear used by you and your campers during a program – this includes all gear specific to your activity and all overnight gear. You are also responsible for promptly alerting the gear manager to any problems, faults, accidents with, or loss of gear. **In addition, HCs are responsible for the correct and proper use, care and cleaning of the camp stove during overnights.**

**JC:** You are responsible for assisting the Instructor and HC in the correct and respectful use of all gear used by you and your campers during a program – this includes all gear specific to your activity and all overnight gear. You are also responsible for promptly alerting the gear manager to any problems, faults, accidents with, or loss of gear. **In addition, JCs are responsible for the correct and proper use, care and cleaning of the TENT (including stakes) during overnights**

# Transportation

## Calleva Bus Safety and Driving Policies

With all sorts of outdoor programs offered at Calleva, there may be extensive driving to far locations in various weather and road conditions. Driving any sort of vehicle poses risks to safety and therefore it is important to keep safe driving practices in mind. The following policies should be followed at all times:

1. A driver must be 18 or older to drive any Calleva vehicle
2. A driver must be certified internally each season for operation. Contact the Transportation Manager for scheduling. This test is administered at Calleva and is unique to its standard operating procedures.
3. All sizes and classes of buses must be given a pre-trip for safety. This inspection must be followed and recorded in the vehicle log book before driving.
4. If there are any items that fail during the pre-trip inspection, they must be recorded in the vehicle logbook. In addition, drivers must notify Transportation Manager or technicians(s). You will then be given instructions concerning the failed items.
5. If it is unsafe to drive with failed items recognized during the pre-trip. Stop and immediately contact the Transportation Manager and/or technicians.
6. Do not drive if you are uncomfortable with the driving situation, if road conditions are hazardous, or you are tired.
7. If there is a major bus repair that needs to be completed on an overnight, the driver must contact Transportation Manager and/or technicians.
8. Bus routes should have a 1:20 staff to camper ratio and activity buses should have a 1:6 staff to camper ratio. Full health forms and permission to treat documents are kept in the office.
9. Staff must supervise campers while loading and unloading.
10. Activity buses must have a camper list with camper name, phone numbers, and health notes. Full health forms and permission to treat documents are in the office.
11. Route buses must have camper lists that include phone numbers and activity for each camper.
12. High adventure trips will have camper lists plus copies of full health forms.
13. Drivers must never "brake test" while passengers are aboard. This test is not permitted ever.
14. Calleva vehicles are for camp programs only; no bus should be used as a personal vehicle. Contact the Transportation Manager if a bus needs to be used after camp hours.
15. The use of personal vehicles to transport campers is prohibited
16. Any Calleva vehicle must be cleared with the Transportation Manager
17. When a Calleva vehicle is returned, the driver must:
  - a. Notify Transportation Manager of any required repairs or further inspections needed
  - b. Close all windows and doors
  - c. Remove and sweep all trash and lost/found
  - d. Ensure the vehicle has a full tank of fuel

## **Calleva Bus Rules**

The bus ride can be fun, filled with songs and games, but safety is the number one priority. Campers are expected to obey the instructions of the bus driver and bus counselor, similar to following instructions from the instructors and other counselors at camp. The rules bellow should be followed at all times:

On the bus, campers are expected to:

- Behave appropriately
- Have a seat as soon as possible
- Keep the aisles and emergency exits cleared (rear and/or side doors)
- Arms, feet, hands, and head inside the bus at all times
- Make room for other campers so there is room for all to join
- Be seated at all times
- Clean up trash

Activities that are never permitted:

- Use of alcohol, drugs, tobacco, weapons, or explosive materials
- Bringing animals aboard (But we do love animals)
- Use of vulgar language, gestures, leading to fights or engaging in dangerous activities
- Throwing items outside of the bus
- Opening the emergency exits unless instructed to do so
- Vandalizing the bus (tear, draw, cut seats)
- Changing buses without permission from the Calleva office and parental permission
- Sitting the driver's seat
- Using music players or phones

Aboard the bus, the driver and bus counselor(s) have the authority. It is important to listen to both so you are safe and having fun at the same time. They are trained to handle many situations, so it is important to follow their directions.

If there is an unruly camper aboard the bus, bus privileges may be suspended. A pattern of unruly behavior may result in a longer suspension or removal from riding the bus altogether.

Together, we can all be safe and have fun at the same time.

## Bus Counselor Duties:

### Bus Counselor Manager 2020:

1. On Friday, Bus Counselors (BCs) will receive their bus list for the following week.
2. Review issue sheet behind each route. This is important as it may list allergies, medications, contact info, etc.
3. Please refer all questions, changes, comments or concerns to: [transport@calleva.org](mailto:transport@calleva.org)
4. Familiarize yourself with the info on our website in order to answer parent questions at the bus stop.
5. Bus counselors will not be making calls this year. Parents will only communicate with the office before their child arrives for camp. However, BCs are required to check their email with regularity over the weekend and Monday morning for updated information.
6. Bus counselors MUST have their cell phones ON during the bus ride.
7. No bikes or kayaks are allowed on the bus.
8. Bus counselors are to check each camper onto the bus BY NAME. ABSOLUTELY NO head counting is allowed! If a camper shows up that is not on your list, you must get clearance from the office first before allowing them to ride.
9. When unloading the bus at a stop in the afternoon, it can get crazy! You must make sure that EACH child joins up with his or her parent or childcare provider. DO NOT allow children to run off the bus and go to just anyone. Familiarize yourself with the camper's parent/guardian, etc.

Seating: Cubs up front, then Explorers, then Adventure campers. The two seats in the immediate front should only be used by staff or if extra seating is necessary for older campers. **Cubs and Explorers are never allowed to ride in those seats.**

1. BCs must have a seat. No one should be standing or sitting in the aisle and no one should be sitting on the backs of the seats. Make yourself visible and audible by kneeling in the seat and spreading out throughout the bus with your fellow BC and other staff.
2. Remind your campers what the BUS NUMBER is, what the bus looks like AND BE SURE THAT THEY KNOW YOUR NAME AND THE NAME OF THE DRIVER. Afternoons can be very stressful, (especially for explorers and cubs) as they are afraid that the bus will leave without them. Assure them that this will never, ever happen.
3. Calleva does NOT tolerate bullying of any kind. If a camper is misbehaving or bullying others, try to defuse the situation. Move the camper away, preferably next to a staff member, and refer to the camp director.
4. If there is an issue with a camper/parent who is continuously late, holding up the bus, or is rude to staff, refer to the office.

DO NOT make any changes to a route without consulting BC manager. After consulting with your driver, if he/she determines that route times should be different from the original time, call parents AND the office [301-216-1248](tel:301-216-1248) with the corrected times.

You must check in with manager of BCs FIRST THING each morning when you arrive at Riley's Lock with absences, health forms or any other info, and each afternoon before you depart as there may be messages for you.

BUS PARTIES: Have become somewhat of a tradition but as a response to campers with allergies or

dietary restrictions – **they cannot involve food!**

You Are Never Alone! Please don't ever hesitate to call, email or ask Ivan or Nicole ANY question at all. Bus Counseling is a HUGE responsibility and we do not expect you to have all the answers or to do it alone. We in the office are here for you!!

Have fun, sing songs, play games, but remember the safety, health and well being of your campers are priority. You are the first face of Calleva, we are so grateful to have you onboard!!

# **Commitment to Diversity, Inclusion, and Nondiscrimination**

## **Nondiscrimination policy**

Calleva does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender identity, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, campers, clients and volunteers.

Calleva is committed to a diverse workforce and fair employment practices. Calleva believes that a diverse workforce helps the company realize its full potential. Recognizing and developing the talents of each individual brings new ideas to Calleva.

## **Equal Opportunity Policy**

Calleva Outdoors, Inc. is an equal opportunity employer. Our policy is to provide equal employment with the opportunity for development of skills and advancements within each employee's demonstrated expertise. We practice prevention of discrimination against any qualified employee or applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran status, sexual orientation, gender, gender identity, gender expression, medical condition, marital status, or pregnancy.

Equal opportunity will be extended to all persons in all aspects of the employer-employee relationship, including recruitment, hiring, upgrading, training, promotion, transfer, discipline, layoff, recall, and termination.

We fully support staff living in our camp community according to their gender identity.

Employment decisions are based on an individual's qualifications to perform the essential functions of the job and other professional skills and character traits, not on any mental or physical disability. It is Calleva's policy to make "reasonable accommodations" for qualified individuals. All requests for reasonable accommodations will be considered. If you feel you have been discriminated against by any employee or client of Calleva Outdoors, Inc. please talk to the Camp Director or Executive Director. They will then investigate the matter and attempt to resolve it with your cooperation and with as much confidentiality as possible.

The formal investigation process will be similar to the investigation held in the event of a reported violation of the Sexual Harassment Policy.

## **Outsourced Adventure Camp (OAC)**

### **What it is:**

Outsourced Adventure Camp (OAC) is essentially a continuation of seasonal school programs. Other camps, schools, and organizations hire Calleva to lead them on adventure activities.

Most programs are only day programs; however some are overnight or multi-day trips.

### **Group Size and Activities**

Groups sizes range anywhere from 6 to 70 people. The programs include: biking, rafting, canoeing, kayaking, ropes, tubing, rappelling, climbing, caving, trips to the Island, hiking and more.

### **Staff Responsibilities**

The programs of OAC are different every day. The activities change, the times of the activity change, the location of the activities change, the equipment changes, and the kids are always new. Sometimes a group will expect transportation or expect you to provide food, and sometimes they won't. Often there are two or three (or more) programs running on the same day.

In addition to having all the responsibilities that you would have at normal camp, the staff on each program needs to be sure each program comes together smoothly. The staff needs to

know in advance what activity they are doing, the time of the program, where they are going, how many kids they will have, and whether the group needs transportation and food. The staff will also make sure that they have the necessary food, transportation, equipment, and anything else they might need for the program.

Each program will have a designated 'head' or leader whose responsibilities include communicating program details to all staff on the schedule. This should be done at least two days before the program begins.

### **The Fun Stuff!**

OAC is an awesome change from camp. Over 30 camps and schools work with us because of our reputation of quality instruction and expert attention to detail and safety. Keep it up!!

## **General Policies:**

### **Employment at Will**

Employees at Calleva are free to leave Calleva at any time and likewise, Calleva reserves the right to terminate employees at any time. Thus, both you and Calleva have the right to terminate your employment at any time, with or without notice and with or without cause. This is called “Employment at Will”.

Due to the service-oriented nature of the outdoor experiential education profession and the staffing demands placed on Calleva, the following restriction applies:

Having employees, especially field staff, not appear for work without notice or leave during a course could, in some cases, pose an unacceptable safety risk to other staff or clients or cause extreme injury to Calleva’s reputation leading to loss of business. In light of this situation, we ask employees for at least a one month notice prior to resignation of employment. This pertains primarily to Field Staff giving notice of withdrawal of commitment for field courses.

### **Employee Introductory Period**

All full-time new employees shall serve an introductory period of 60 work days commencing with their first day of employment. During that period, both Calleva and the employee will have an opportunity to determine whether further employment is appropriate. Calleva can extend the duration of the introductory period one or more times if, in its sole and absolute discretion, it determines that such an extension is appropriate. This in no way affects the Employment at Will Policy. The new employee will not be eligible for, nor earn any benefits during the duration of the introductory period. An employee who successfully completes the introductory period will be notified of the classification and eligibility for benefits (if any). The introductory period does not apply to returning staff if they return within two calendar years from their last work day unless there is a change of position involved.

### **Policy Against Sexual Harassment**

Calleva Outdoors, Inc. is firmly committed to creating and sustaining an environment in which our “community” (for these purposes, to include: employees, volunteers, subcontractors, clients, students, chaperones, and visitors) can learn teach and work in an open atmosphere, free from all forms of harassment. In order to sustain an environment free of sexual harassment, it must be prevented and confronted when it occurs. In this policy, sexual harassment is defined and procedures are established for responding to complaints brought by any member of the Calleva community.

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature where employment decisions are based on an employee’s submission to or rejection of such conduct; or such conduct creates an intimidating hostile or offensive environment. Sexual harassment refers to behaviors unwelcome and unwanted, personally offensive to the recipient, which interfere with work and educational effectiveness, which violate the rights of its victims and co-workers, and which create a hostile and offensive work and learning environment. It is impossible to delineate here every action or all words and behaviors that could be construed as sexual harassment. Fundamentally, it is inappropriate for anyone in an educational or professional situation to be sexually harassed. Calleva will not tolerate any of the above behaviors, nor other objectionable activities that might be

considered sexual harassment. No member of the Calleva community should feel that the fulfillment of their duties are obstructed or impeded by sexual harassment.

Calleva encourages individuals involved to attempt to resolve the conflict between themselves first. Individuals may choose to talk to a trusted senior member of the Calleva staff for guidance and assistance without a formal investigation being initiated. Choosing to use our mediation process to reach resolution is a further option. Any issues handled under these circumstances should be held in the strictest confidence among all involved, and no permanent written records will be maintained.

If you have a complaint of harassment by anyone in the Calleva community, we encourage you to:

1. First tell the harasser to stop if you feel uncomfortable; often the aggressor is unaware the behavior is unwelcome.
2. If the behavior persists or you feel uncomfortable talking to the harasser, talk to the Staff coordinator.
3. If you feel uncomfortable talking to the Staff Coordinator (especially if he or she is the harasser) talk to the Executive Director.

Individuals who choose to make a formal complaint will be assisted in putting the complaint in written form. All formal written complaints of harassment will be promptly and thoroughly investigated with as much confidentiality as possible. Individuals making a complaint are advised of the importance of preserving evidence and providing documentation that may be necessary to prove criminal sexual assault. For criminal sexual offense, the law enforcement authorities, including the local sheriff, may be notified, and a member of the Calleva community will be assisted in notifying such authorities if she or he so chooses.

In determining whether the conduct is indeed harassment, we will investigate the totality of the circumstances, the nature of the harassment, and the context in which the alleged incidents occurred. The investigation will include interviews with all involved employees, including the alleged harasser and any employees who are aware of facts of incidents alleged to have occurred. All complaints will be handled promptly and will be kept as confidential as possible during an investigation.

If it is determined that a violation of the Calleva Sexual Harassment Policy has occurred, remedial action will be taken. Remedial action may also be taken if it is determined that there has been intentional misuse of these Sexual Harassment Policy reporting procedures.

A Calleva employee found to be the target of sexual harassment committed by another Calleva employee will be provided with any lost terms, conditions or benefits of employment which apply. Further the harassed employee may be assisted in obtaining counseling or other support serviced if deemed necessary and if such services are reasonable and available.

A Calleva community member found to be in violation of the Calleva Sexual Harassment Policy will be subject to disciplinary action deemed to be appropriate by the Executive Director, from a warning in his or her personnel file, up to and including termination for employees and dismissal from a field course for clients, participants and chaperones.

# The Grievance Process and Policy

The purpose of this process is to provide the opportunity for discussion of any request or complaint. The definition of grievance as used in this section is limited to a complaint or request of an employee that involves the interpretation or application of, or compliance with the provisions of these personnel policies.

It is the policy of Calleva that all employees are entitled to a grievance procedure to protect their individual rights, and all grievances and will be fairly heard.

## Procedures

### Step 1:

Any grievance must be initiated through the grievance procedure within 30 days of the occurrence of the event on which the grievance is based and shall be settled in the following manner:

- A. Any employee who believes that he/she has a justifiable request or complaint shall discuss the request or complaint with the executive director or supervisor. If the Executive Director or Supervisor and the employee, after full discussion, feel the need for aid in arriving at a solution, they may, by agreement, invite such additional employees from the corporation as may be necessary and available to participate in further discussion, but such additional participants shall not relieve the Executive Director or Supervisor and employee from the responsibility of solving the problem.
- B. The foregoing procedure, if followed in good faith by all parties, should lead to a fair and speedy solution of most of the complaints arising during the day-to-day operation of Calleva. Whenever either party notifies the other that further discussion of the complaint cannot contribute to its settlement, the Executive Director or Supervisor shall then give his or her oral response to the complaint within three days.
- C. IF the Executive Director's or Supervisor's response is not appealed to Step 2, as provided below, the grievance shall be considered settled on the basis of such response and shall not be eligible for further appeal.

### Step 2:

- A. In order for a grievance to be considered beyond step 1, it must be filed in duplicate with the Executive Director within three days of the Supervisor's oral response. It shall be dated and signed by the employee and include such information and facts as may be of aid to the Institute and the employee and include such information and facts as may be of aid to Calleva and the employee in arriving at a fair, prompt, and informed decision. The Executive Director and employee from the responsibility of solving the problem.
- B. Grievances properly appealed to Step 2 shall be discussed by the supervisor and the employee within seven days following the date of appeal. They may, by agreement, invite such additional employees from Calleva as may be necessary and available to participate, but their attendance shall be limited to time required for their testimony and shall not relieve the Executive Director and employee from the responsibility of solving the problem.
- C. Grievances discussed at this step shall be answered by the executive director in writing no later than five days after the meeting.

- D. If the Executive Director's decision in this step is not appealed to Step 3, as provided below, the grievance shall be considered settled on the basis of such decision and shall not be eligible for further appeal.

**Step 3:**

- A. In order for a grievance to be considered further, written notice of appeal shall be served within 10 days after receipt of the Step 2 decision by the employee upon the Board of Directors. Notice shall state subject matter of grievance and objections taken by either party to previous dispositions.
- B. Grievances properly appealed to step 3 shall be discussed at a meeting between members of the Board of Directors and the employee within 10 days following the date of appeal.
- C. They may by agreement, invite such additional employees from the agency as may be necessary and available to participate, but their attendance shall be limited to time required for their testimony and shall not relieve the Board of Directors and employee from the responsibility of solving the problems. The grievance discussed in such meeting shall be answered in writing by the Board of Directors within 10 days after the date of such meeting.
- D. The decision of the Board of Directors is final.

## Appendix A

### Head Injury Checklist

#### Action: Initial Questions To Ask

These are CRUCIALLY important as parents and/or medical professionals will ask office staff these questions and expect accurate answers:

How did the injury happen?

#### Follow-up questions if injury was caused by a fall:

What height did he/she fall from? What surface did he/she fall against? Exactly what time did the injury happen?

Was there any loss of consciousness? Any neurologic symptoms? Sleepy or difficult to arouse?

Confused thinking and talking, Slurred speech?

Weakness of arms, Unsteady walking, Dizziness, and/or Blurred or double vision.

Does camper know who he/she is, who you are and where he/she is? What part of the head was hit?

What does the scalp look like?

Observe for size: cuts/bleeding, bruises or lumps Is there any pain? Where is the pain?

Is the camper acting normally?

#### Severe Symptoms

##### Action: Call 911, notify Calleva immediately office AFTER calling 911

- Unconsciousness, loss of consciousness, however briefly, or decrease in level of awareness (sleepy or difficult to arouse)
- Deformity of the skull – bone fragments, depression of the bones, exposed brain tissue
- Unequal or unresponsive pupils
- Clear or bloody fluid from ears and/or nose
- Loss of sensation or paralysis, (includes weakness in arm(s) and/or leg(s))

- Convulsions
- Confused thinking and/or talking
- Slurred speech
- Abnormal vital signs
- Agitation or restlessness
- Severe Headache
- Unsteady walking

### **Mild To Moderate Symptoms**

**Action:** Follow Head Injury/Possible Concussion Procedure (moderate headache/pain and other symptoms)

- Mild to moderate headache
- Mild to moderate pain or swelling at site of injury
- Dizziness
- Nausea and/or vomiting
- Blurred vision
- Laceration or bruise to the head (includes nose, mouth or chin)
- Black eyes or discoloration under the eyes

### **No Apparent Symptoms**

**Action:** Follow Head Injury/Possible Concussion Procedure

### **FOLLOW-UP for POSSIBLE CONCUSSION**

- If Signs and Symptoms of possible CONCUSSION, Camp Nurse or Director calls parent/guardian to explain facts & incident
- Camper referred to Health Care Provider (HCP) for evaluation
- Camper reports to Camp Nurse upon return to camp with Medical Clearance letter signed by HCP
- Campers who do not return the Medical Clearance letter signed by the HCP are not excluded from camp on that day but will be referred to nurse/ camp directors for alternative activities. Parent/guardian will be called.
- If HCP indicates there is NO CONCUSSION, Camp Nurse notifies camp directors
- Campers diagnosed with a CONCUSSION are referred back to their HCP for clearance to participate in physical activities
- Any camper who experiences a reoccurrence of concussion symptoms is referred to the Camp Nurse.

## Appendix B

### Communication with the News Media

If there has been a fatality, you can count on some contact with the news media. Often this contact leads to poorly documented facts of the accident, resulting in bad publicity and potential litigation problems. A Director of Calleva will be a spokesperson to provide information to the news media. The spokesperson should do the following:

1. Prepare a factual statement to be reviewed by legal counsel if necessary
2. Communicate the statement to the appropriate news media
3. Set up a system for handling telephone inquiries

If the news media arrive at the accident scene, remember, their job is to sell press. They are going to try to sensationalize and dramatize the story as much as possible. They will ask leading questions, make accusatory statements, heckle other members of the group and press other members of the group for statements. These statements may or may not be accurate concerning the events of the accident. At the scene of the accident and/or evacuation, it is best to appoint a representative to speak to the press and make very few statements. Encourage them to contact the main office for a further statement. Your best defense is to say "We do not have any comments or statements at this time." Try to keep the news media away from other members of the group, if at all possible.

The following comments are offered as a general guide in dealing with the news media. You will find the news media cooperative if you deal with them straightforwardly and with facts

subject only to legal constraints, consideration for next of kin, protection of the injured, and good taste. Hesitantly or improperly dealing with the press in an emergency situation may not only escalate their news coverage, but also may be critical of the Calleva program. From a public relations point of view, the objective is to have a one-day story and to avoid a continuing series of headlines and features dragged out over a period of days or weeks:

1. Most dealings with the news media will take place over the phone. Rather than reading a "canned story" to the caller, the spokesperson should have a written list of key points for reference and tell the story in his or her own words. The press will want to know:
  - a. What happened
  - b. Where it happened
  - c. When it happened
  - d. Who was involved - Names
  - e. Why it happened
  - f. Background on Outdoor Education
2. Specifically, the spokesperson will provide an accurate and full disclosure of the facts and cooperate to every extent possible with the news media.
3. When information cannot be released, explain why. Some examples: if next of kin have not yet been notified, doctor's orders prohibit interview of survivor, etc. (Note,

Withholding the names of victims pending notification of next of kin is appropriate and will be respected by the press. However, you should not deny that the accident itself occurred.)

4. Refrain from speculation and make it known when you do not know the answer to an inquiry.
5. Make certain all media and all reporters have equal access to information.
6. Upon discovering that erroneous information has been given to the media, provide correct information as soon as possible.
7. When a reporter prints or broadcasts erroneous information, inform the reporter, not his superior, and provide the correct information.
8. **RESTRICTIONS:** No one, including the spokesperson, will release any information that identifies responsibility for the accident without first consulting legal counsel. Specific problems arise when:
  - a. Assignment of fault or criticism of conduct, policy, or equipment is made public without a full explanation of the circumstances of the accident, which should be developed through a complete investigative process.
  - b. Information regarding nature of injury or illness is released prior to diagnosis by a licensed medical physician.
  - c. Names of victims are revealed prior to notification of next of kin.

### **Follow-up**

Again, it is essential that a representative of Calleva make visits or phone calls to the injured person concerning his/her welfare and well-being. Show personal attention, care and concern. Remember, everything you say or do before, during, and after the accident will be scrutinized in detail, either by litigating attorneys and/or a court of law. Think about what you are doing and saying.

## Appendix C

### The Mediation Process

This self help process was designed to fill a need among staff who are often required to work closely together. The mediation process provides a structure that can help bring understanding and may lead to an agreement. Occasionally there are differences of opinion or style between coworkers that are significant enough to affect their ability to work together. We encourage employees in this position to use this mediation process. It helps to involve other staff who have some experience with the process. This system is not perfect; however, we have found it to work quite well when used with good intention.

### Goal

Increased understanding of and ability to interact with another, through each participant hearing the feeling, perceptions, and experiences of the other and being heard in return. The goal may be emotional understanding or release only or may include a specific solution.

### Dynamics Necessary for Effectiveness

1. Willingness to hear, to feel, and to try to understand another's perspective and experience
2. Willingness to be responsible to the relationship (and to the group)
3. Willingness to look at one's self honestly
4. Desire to reach an understanding and a workable solution
5. Willingness to take responsibility for finding a solution (this is the responsibility of the participants, not the mediators. Mediators are there to help.)
6. Review and agree to Guidelines for listening and giving feedback

### Roles

**Participants:** The people who seek mediation to improve their understanding of and interaction with each other.

**Mediators:** These people observe and comment on:

1. The dynamics between the participants
2. Their own responses and experiences relative to the situation to keep the whole community context present
3. Offer perceptions, insights, and suggestions to the participants
4. Point out when statements and actions are outside Guidelines for Listening and Giving Feedback

**Facilitator:** One of the mediators who assumes the role of :

1. Directing conversational traffic
2. Keeping an eye on time
3. Making sure time to talk and listen is equal
4. Calls for closure, etc.

**Note:** If there is only one mediator, then that person acts as both Facilitator and Mediator.

## Getting Started

1. Someone initiates the process by asking the others if they are willing to participate or if a mediation is requested by a third party.
2. Participants decide on the number of people, who and what roles they want mediators to play (all are objective, particular support people, both?).
3. All parties are asked, and a time, duration and place are arranged. The issues to be discussed are stated and clarified to all so folks have time to think about it ahead of time.

## During the Mediation

1. Begin by participants stating their goal for the mediation (better understanding, specific outcome).
2. Participants take turns, uninterrupted, conveying specific circumstance and emotional experience. The past experience of each person is very helpful to allow fuller understanding of why we do and feel what we do.
3. Do a few rounds of this until all the known issues are on the table.
4. When it feels appropriate, mediators can begin to add perceptions, insights and specific suggestions as well as ask for further clarification or detail.
5. Continue this process until participants feel and state at least partial completion of goal or specific agreement is reached. An absolute resolution is not necessary; however, encouraging new attitudes and helpful actions may be beneficial.
6. Facilitator asks each participant to summarize the experience and state perceptions and actions to follow. Make time for writing this down if appropriate.
7. Participants agree on a time they will check in with each other and compare 'notes' on how it is going.
8. End with an opportunity for each person to express appreciation for participating in an evaluation of the process if appropriate